

Northeastern Connecticut Transit District Title VI Policy Statement and Complaint Procedures

The Northeastern Connecticut Transit District (NECTD) is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities and to the delivery of equitable and accessible transportation services.

Toward this end, it is NECTD's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out NECTD's commitment to this program has been delegated to the NECTD Executive Director by the Board of Directors. However, the Executive Director and all employees share the responsibility for carrying out NECTD's commitment to Title VI.

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with NECTD within 180 days of from the date of the alleged discrimination. These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by NECTD. These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Complaints may be filed with NECTD in writing (including electronic at neccogoffices@neccog.com) and addressed to the Northeastern Connecticut Transit District (attention: Executive Director), 125 Putnam Pike (PO Box 759), Dayville, CT 06241. Upon receipt of the complaint, the Executive Director will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint.

A complainant may also file a Title VI complaint with the U.S. Department of Transportation, Federal Transit Administration's Region I Civil Rights Officer, Transportation Systems Center - Kendall Square, 55 Broadway, Suite 920. Cambridge, MA 02142-1093 - Phone: (617) 494-2055, Fax: (617) 494-2865. NECTD will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

All complaints will be investigated promptly and every effort will be made to obtain early resolution of complaints. The option of informal mediation meeting(s) between the affected parties and the Executive Director may be utilized for resolution, at any stage of the process. Materials received will be handled in full accordance with the Connecticut Freedom of Information Act (as amended) and other applicable laws. The Executive Director will review each complaint, and when necessary, assign a neutral party to investigate. In instances where additional information is needed, NECTD will contact the complainant in writing. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint or a delay in complaint resolution.

At a minimum the Executive Director/investigating officer will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Executive Director or designated investigator will complete a final report. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive the final report together with any remedial steps. The investigation process and final report should take no longer than thirty-five (35) business days (Receipt of additional relevant information and/or simultaneous filing of complaint with NECTD and an external entity may expand the timing of the complaint resolution.) If no violation is found and the complainant wishes to appeal the decision, such appeal may be made directly to the NECTD Board of Directors.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance. Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). To that end, NECTD provides translation and interpretation services free of charge upon request by calling (860) 774-3902.

For more information, please contact the NECTD Executive Director at 860-774-3902.

NECTD Title VI Complaint Form

Note: We are asking for the following information to assist in processing your complaint. This form is not mandatory – it is simply provided as a means of assistance in making a complaint. If you need help, including another language, in completing this form please let us know.

Complainant's Information:

Name: _____
Address: _____
City/State/Zip Code: _____
Telephone Number (Home): _____
Telephone Number (Work): _____

Person Discriminated Against (if someone other than complainant):

Name: _____
Address: _____
City/State/Zip Code: _____
Telephone Number (Home): _____
Telephone Number (Work): _____

Which of the following best describes the reason you believe the discrimination took place?

Race/Color (specify): _____ National Origin (specify): _____
Sex: _____

On what date (s) did the alleged discrimination take place? _____

Describe the alleged discrimination. Explain what happened and who you believe was responsible
(if additional space is needed, add a sheet of paper).

List names and contact information of persons who may have knowledge of the alleged discrimination.

Have you filed this complaint with any other federal, state or local agency, or with any federal or state court? Check all that apply.

Federal agency _____ State agency _____ Local agency _____
Federal court _____ State court _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____
Address: _____
City/State/Zip Code: _____
Telephone Number (Work): _____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant Signature Date

Attachments: Yes _____ No _____

Submit form and any additional information to:

Executive Director
NECTD
125 Putnam Pike
Dayville, CT 06241

Phone: (860) 774-3902
Fax: (860) 779-2056
Email: neccogoffices@neccog.com